

TECHNICAL EXHIBIT TE-3-KY COVINGTON SERVICE CALL ANALYSIS FY 03

PRIORITY DIST'N

Priority	Pct.
EMERGENCY	10%
HOT/COLD	15%
URGENT	15%
ROUTINE	60%
100%	

SERVICE CALL LABOR HR. DIST'N

From	To	Pct.
	<=1	42.0%
>1	<=4	38.1%
>4	<=8	13.1%
>8	<=12	3.4%
>12	<=32	3.4%
>32		0.0%
		100.0%

SERVICE CALL TRADE DIST'N

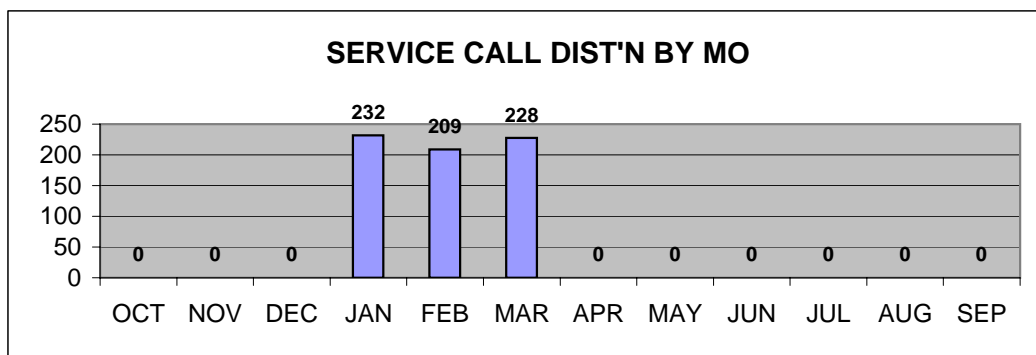
Trade	# Calls	Pct.
HOT/COLD	96	3.6%
ELECT	262	9.8%
LAMPS	124	4.6%
MECH	289	10.8%
STRUCT	716	26.8%
PLUMB	785	29.4%
FIRE/SAFE	69	2.6%
KIT	83	3.1%
EXTERIOR	248	9.3%
OTHER	0	0.0%
2672		100.0%

CALL ISSUED

Day	Pct.
SUNDAY	3.4%
MONDAY	14.8%
TUESDAY	18.8%
WEDNESDAY	18.2%
THURSDAY	23.9%
FRIDAY	19.9%
SATURDAY	1.1%
100.0%	

**AVG. # CALLS
ISSUED/DAY**

10



NOTE: Service call counts and percentages are based on annualized estimated data and data collected 1/1/03 - 3/31/03

An additional 200 service calls may be ordered to correct existing conditions costing less than \$500 in labor and materials identified during the Phase-In inspection at no additional cost to the Government.